



PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
)  
**McConnell et al.** )  
)  
Serial No.: **10/645,917** )  
)  
Filed: **August 20, 2003** )  
)  
For: **Method and System for Selecting a** )  
**Preferred Contact Center Agent Based on** )  
**Agent Proficiency and Performance and** )  
**Contact Center State** )

**INFORMATION DISCLOSURE STATEMENT**

---

Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

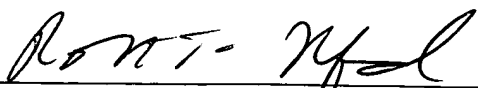
Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

The undersigned hereby certifies that no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the undersigned, after making reasonable inquiry, no item of information contained in the information disclosure statement was

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on November 12, 2003.

  
Robert T. Neufeld, Reg. No. 48,394

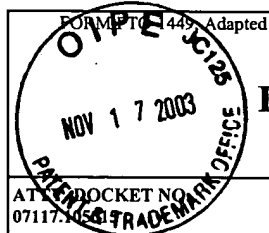
known to any individual designated in § 1.56(c) more than three months prior to the filing of the information disclosure statement.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "R. T. Neufeld", written in a cursive style.

Robert T. Neufeld  
Reg. No. 48,394

King & Spalding LLP  
191 Peachtree Street, N.E., 45<sup>th</sup> Floor  
Atlanta, GA 30303  
404.572.4600  
K&S Docket: 07117.105015 US  
3347037



# LIST OF INFORMATION DISCLOSED BY APPLICANT

(Use several sheets if necessary)

ATTACHMENT NO. 07117.1056	SERIAL NO. 10/645,917	FILING DATE August 20, 2003
APPLICANT McConnell et al.		GROUP

## U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,915,973	6/29/1999	Hoehn-Saric et al.			3/11/1997
	AB	5,947,747	9/7/1999	Walker et al.			5/9/1996
	AC	6,108,687	8/22/2000	Russell O. Craig			3/2/1998
	AD	6,141,528	10/31/2000	Ronald Remschel			9/22/1997
	AE	6,149,441	11/21/2000	Pellegrino et al.			11/6/1998
	AF	6,155,840	12/5/2000	Alfred V. Sallette			9/18/1998
	AG	6,559,867 B1	5/6/2003	Kotick et al.			11/24/1999
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						
	AP						
	AQ						
	AR						
	AS						

EXAMINER	DATE CONSIDERED
----------	-----------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.